

4G BYO Handset

- ✓ Network coverage with 4G LTE
- ✓ Huge data allowances
- ✓ Data Bolt-ons from \$10 per GB
- ✓ Unlimited calls to 1800 on all plans
- ✓ Unlimited SMS on all plans

Brilliant Value

If you've got a smartphone you need a smart plan. Get a plan that covers all the everyday stuff and more.

Big Data Rewards

The more data you use the cheaper it gets, leaving you to check your emails and browse on the go guilt free.



Data + Call inclusions reset on 28th of each calendar month.

Product Options (All prices include GST)	Micro	Nano	Mini++	Standard++	Super12	Max12
Monthly charge	\$11 TB02	\$20 TB11	\$25 TB07 Was \$35	\$40 TB06 was \$45	\$45 TB04 Was \$55	\$50 TB05 Was \$65
Total min cost	\$132	\$240	\$300	\$480	\$540	\$600
Calls* Included	Unlimited	\$500 \$0.40 flagfall + \$0.99/min for excess usage	\$1000 \$0.40 flagfall + \$0.99/min for excess usage	Unlimited	Unlimited	Unlimited
SMS (Standard)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
MMS (Standard)	Unlimited	Included in call value** (80c per MMS)	Included in call value** (80c per MMS)	Unlimited	Unlimited	Unlimited
Data	200MB \$0.03 per MB for usage over 200MB	500MB \$0.03 per MB for usage over 500MB	1.5GB \$0.03 per MB for usage over 1.5GB	4GB \$0.03 per MB for usage over 4GB	10+15 Bonus GB \$0.03 per MB for usage over 10GB	20+25 Bonus GB \$0.03 per MB for usage over 25GB
Calls to 26 countries*	-	-	-	100mins	300mins	300mins
Calls to 1800	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to 13/1300	Unlimited	Included in call value** (\$0.40 Flagfall + \$0.99/min)	Included in call value** (\$0.40 Flagfall + \$0.99/min)	Unlimited	Unlimited	Unlimited

*Andorra, Bulgaria, Canada, China (includes calls to mobile), Cyprus, Denmark, France, Germany, Guam, Hungary, Ireland, Israel, Italy, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Spain, Sweden, United Kingdom, USA. Apart from China where calls to mobile are included, minutes can be used only to call international landlines.

**Telstra Retail numbers 132000, 132203, 132674, 132999 are charged as excess usage.

#Promo Pricing Conditions

- Micro, Mini++, Standard++, Super12 and Max12 promotional period is from December 28th 2018 to March 31st 2019.
- If you change plans, port your number away or cancel your service an Early Termination Fee (ETF) applies.
- The ETF is 50% of the plan fee times the number of months remaining in the contract.
- All prices include GST.

Critical Information Summary

Information about the service

The service utilises part of Telstra's 4G and 3G networks (4G=1800MHZ/700MHZ plus 260MHz in selected areas, 3G= 850MHz plus 2100MHz in selected areas) with a 4G coverage footprint of 96.5% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62 million square kilometres. These mobile plans have access to download speeds of up to 100Mbps on 4G across 95% of the population. 4G devices will enjoy typical download speeds of 2–50Mbps and upload speeds of 1 to 10 Mbps in 4G coverage areas. Handsets not capable of 4G will only receive 3G coverage. Your plan is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access to mobile data. The plans have a minimum term of 12 months. No handset is included, you must bring your own unlocked device. This is a SIM only service.

Data inclusions are calculated on a billing period which starts on the 28th of the month and ends on the 27th of the following month. On initial connection a pro rata value of data is applied to your service. The full data inclusion starts on the 28th of the month. So, if you sign up in the middle of this billing period on a 10Gb plan, you will be allocated 5Gb of data until the 28th of the month when the data inclusion is reset to 10Gb.

Inclusions / Exclusions

Micro \$11: Unlimited standard call included unlimited SMS and call to 1800. 200MB of data.

Nano \$20: \$500 Standard Included Call Value - Your unused Monthly Call Allowance expires each month Unlimited SMS and calls to 1800 numbers. 500MB—Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet. If you restricted your use to solely Standard National mobile calls you could make 84 calls.

Mini++ \$25 (Promo): \$1000 Standard Included Call Value—Your unused Monthly Call Allowance expires each month Unlimited SMS and calls to 1800 numbers. 1.5GB—Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet. If you restricted your use to solely Standard National mobile calls you could make 420 calls.

Standard++ \$40 (Promo): Unlimited Standard Included Call Value—Your unused Monthly Call Allowance expires each month. Unlimited SMS and calls to 1800 numbers. 4GB—Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

Super12 promo \$45: Unlimited Standard Included Call Value—Your unused Monthly Call Allowance expires each month. Unlimited SMS and calls to 1800 numbers. 1GB—Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

Max12 promo \$50: Unlimited Standard Included Call Value—Your unused Monthly Call Allowance expires each month. Unlimited SMS and calls to 1800 numbers. 20GB—Your Monthly Data Allowance can be used to access mobile internet. Your unused Monthly Data Allowance expires each month. Your monthly plan can be used to make National Standard calls to fixed and mobile, including SMS, MMS, voicemail retrieval, 1800, 13xx calls.

Your included value can't be used for making calls to international numbers unless otherwise stated, usage when travelling overseas, calls, MMS or SMS to premium numbers (e.g. 19xx numbers) and all satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges).

Information about Pricing

Minimum monthly charge is the plan fee. If you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Monthly Call or Data Allowances, you'll have to pay more. The Minimum Monthly charge for each plan are: Micro \$11, Nano \$20, Mini++ \$25, Standard++ \$40, Super12 promo \$45, Max12 promo \$50.

The minimum cost over the 12 month term for each plan are: Micro \$132, Nano \$240, Mini++ \$300, Standard++ \$480, Super12 promo \$540, Max12 promo \$600. The Early Termination Fee is 50% of the Plan Fee times the number of months remaining in the contract term.

A 2 minute Standard Call will cost you \$2.38 (\$0.40 flagfall plus \$ 0.99 per minute). Calls are charged in 60 second increments. This does not apply for the Standard, Super and Max plans, standard calls are free of charge. If you exceed your Monthly Data Allowance, you will be charged 3c for each MB (the equivalent of \$30 per Gb) you use over the Allowance MB. Your Monthly Call and Data Allowances doesn't include usage while you're overseas, so you'll be charged separately for this usage.

Other information:

Data notifications will be sent via SMS at 50%, 85% and 100% of your included plan usage. Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or by contacting customer service on 1800 828 668 or emailing helpdesk@vonex.com.au. The usage may be delayed by up to 48 hours. If you wish to contact Vonex in respect to a dispute, please email helpdesk@vonex.com.au. If the Vonex dispute resolution process does not finalise a dispute the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at www.tio.com.au.